



State Board of Equalization

News Release

Vice Chair Michelle Steel

3rd District – Orange County

Cynthia Bridges
Executive Director
www.boe.ca.gov

**For Immediate Release
August 26, 2013**

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BOE Launches New and Improved Website Website Offers Enhanced Features, Quick and Easy Access to Tax and Fee Information

Sacramento – The Board of Equalization has unveiled a newly redesigned website (www.boe.ca.gov), offering its customers enhanced, task-oriented features that optimize navigation, and provide quick and easy access to important tax and fee information. The website, created by BOE employees, enables customers to conveniently conduct business with the BOE, while creating a faster, more user-friendly online experience.

Vice Chair Michelle Steel said, “This new website will help retailers and consumers find the information and services they need with ease, straight from their home, office, or mobile device.”

“We listened to our customers and have designed this new website to fit their needs,” said Executive Director Cynthia Bridges. “Our website offers our customers a convenient way to log in, easily access their accounts, and stay up-to-date on important tax information, improving their online experience.”

The website’s clean, streamlined layout enables visitors to find the information they want, and connect with the BOE through social media. Interactive banners highlight important business tax news and updates. Customers can access BOE’s online services through a convenient Log-in button on the homepage.

“It’s friendly and fast,” said one website visitor. “As a business owner, I appreciate that my needs and interests have been taken into consideration.”

BOE staff used customer surveys and stakeholder input to develop the website’s task-oriented design. This helps BOE’s customers file a return, make a payment, find a form or publication, and locate various tax and fee payer resources.

Other new features include *Popular Topics*, which contains information customers use most. The *How Do I* section helps customers find answers to commonly asked questions, and the *Business Center* provides useful tax resources.

Visit the new website at www.boe.ca.gov.



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Elected to the Board of Equalization in 2006 and re-elected in 2010, Michelle Steel serves as *Southern California’s elected taxpayer advocate*. In December 2007, Steel discovered the Board of Equalization had delayed the return of millions of dollars in security deposits owed to California businesses. Procedures were changed due to Steel’s decisive

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leadership. Following her investigation, the tax agency refunded tax security deposits to over 5,500 small businesses. To date, over \$100 million in security deposits have been returned to taxpayers.

The five-member California State Board of Equalization (BOE) is a publicly elected tax board. The BOE collects more than \$53.7 billion annually in taxes and fees supporting state and local government services. It hears business tax appeals, acts as the appellate body for franchise and personal income tax appeals, and serves a significant role in the assessment and administration of property taxes. For more information on other taxes and fees in California, visit www.taxes.ca.gov.

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